



ALOHA RESTAURANT GUARD CASE STUDY

NICHOLS RESTAURANT MARINA DEL REY, CALIFORNIA



LOCATION

Marina Del Rey, California

TECHNOLOGY SOLUTION

- Aloha Table Service POS
- Aloha Inventory
- Aloha Stored Value
- Aloha Restaurant Guard

PARTNER

San Diego Cash Register

BENEFITS

- Improved sales and food costs within two weeks of implementing Aloha Restaurant Guard
- Gained approximately \$20,000 - \$40,000 annually in profits
- Determined 40% of server staff had contributed to theft

“This product is revolutionary! It is absolutely the most impactful application since installing Aloha POS.”

*-Jim Nichols,
Owner, Nichols Restaurant*

Jim Nichols is the owner and operator of Nichols restaurant in Marina Del Rey, Calif., a suburb of the Los Angeles area. Independently owned, the “neighborhood kitchen-style” casual dining restaurant has been serving breakfast, lunch and dinner for more than 35 years and employs more than 25 servers and 80 employees.

CHALLENGE

With a close-knit group of servers all working in one primary location, server theft was never considered to be a prominent thought. In the spring of 2009, his brother-in-law, Craig Potter, based in Spokane, Wash. recommended the book *How to Burn Down the House: The Infamous Waiter and Bartender’s Scam Bible* by Two Bourbon Street Waiters, and educated Nichols about the transfer scam and Aloha Restaurant Guard. Nichols began to question if this undeniably realistic scam could potentially be occurring in his own restaurant. Until now, Nichols was very skeptical that his servers could be stealing from him. As insurance, he had previously written a policy against transfers that all of his servers had read and signed.

SOLUTION

Since 2004, Nichols restaurant has been operating with Aloha Table Service POS, leveraging Aloha Inventory as its back office application and Aloha Stored Value as its gift card application. Jim Nichols reached out to his local Aloha point-of-sale provider to inquire about Aloha Restaurant Guard. Interested in implementation, Nichols decided to run a trial report on his restaurant. Aloha Restaurant Guard is an above-store application, so the installation is effortless and ensures that there are zero interruptions at the store level. The outcome was clear – 11 employees were flagged as being affiliated with the transfer scam alert and five of them were of extreme circumstance. Nichols’s next step was to speak directly with his managers about the findings. “I was shocked by the data and even more shocked when a few of my servers admitted to stealing on the spot,” said Jim Nichols. “One employee had been with me for 12 years and his/her theft equated to an overall potential loss of approximately \$10,000 per year.”

RESULTS

The reports ran data for a full year that provided undisputable evidence of theft and uncovered that more than 40 percent of the server staff had tampered with stealing. As quickly as two weeks after installing Aloha Restaurant Guard, Nichols noticed an increase in sales as well as an improvement in food costs. He continued to see an increase after two months. “This product is revolutionary! It is absolutely the most impactful application since installing Aloha POS,” exclaimed Nichols. “Aloha Restaurant Guard has easily saved me \$20,000 - \$40,000 a year in savings. I highly recommend this product and if you do not have Aloha Restaurant Guard, GET IT.”



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